EXHIBIT K

APPENDIX A

This appendix lists the submeasures to be included within the Performance Assurance Plan, classified either under Tier 1A, Tier 1B, Tier 1C or Tier 2. All submeasures not otherwise so designated rely on, and incorporate by reference, the Performance Indicator Definitions (PIDs) developed and approved by the Regional Oversight Committee's (ROC) Technical Advisory Group (TAG). For Tier 1A submeasures, the average performance Qwest gives a CLEC in the current month shall be compared to the average of prior six months retail performance subject to a "variance factor" (see Section 6.1, Table 2). In areas where this document suggests a standard that is in dispute (both procedurally and substantively) as part of the Commission's Section 271 review (namely, the standards for collocation, TBD1 (premature disconnects), subloops, conditioned loops and line sharing and line splitting), the standard listed herein is meant as a default standard that would give way in the event that the Commission adopts a different one.

TIER 1A

INTERCONNECTION

Trunk Blocking

NI-1A	*LIS Trunks to Qwest Tandem Offices (Percent)*
NI-1B	*LIS Trunks to Qwest End Offices (Percent)*

Provisioning

For LIS Trunks:

OP-3D	*Installation Commitments Met (Percent)*
OP-3E	*Installation Commitments Met (Percent)*
OP-4D[1]	*Installation Interval (Average Days)*
OP-6A-4[1]	*Delayed Days (Average Days)*
OP-6B-4[1]	*Delayed Days (Average Days)*
OP-4E[1]	*Installation Interval (Average Days)*
OP-6A-5[1]	*Delayed Days (Average Days)*
OP-6B-5[1]	*Delayed Days (Average Days)*
OP-5	*New Service Installation without Trouble Reports (Percent)*

Maintenance and Repair

For LIS Trunks:

MR-5A	*All Troubles Cleared within 4 Hours (Percent)*
MR-5B	*All Troubles Cleared within 4 Hours (Percent)*

[1] Submeasures for OP-4 are included with OP-6 as "families" OP-4A with (OP-6A-1 & OP-6B-1 combined); OP-4B with (OP-6A-2 & OP-6B-2 combined); OP-4C with (OP-6A-3 & OP-6B-3 combined); OP-4D with (OP-6A-4 & OP-6B-4 combined); and OP-4E with (OP-6A-5 & OP-6B-5 combined). Submeasures within each family share a single payment opportunity with only the submeasure (OP-4 or OP-6A & OP-6B combined) with the highest payment being paid.

MR-6D	*Mean Time to Restore (Hours:Minutes)*
MR-6E	*Mean Time to Restore (Hours:Minutes)*
MR-7D	*Repair Repeat Report Rate (Percent)*
MR-7E	*Repair Repeat Report Rate (Percent)*
MR-8	*Trouble Rate (Percent)*

SWITCHING CUSTOMERS

For Unbundled Loops:

OP-13A	Analog	*Coordinated Cuts on Time (Percent)*
OP-13A	All Other	*Coordinated Cuts on Time (Percent)*
OP-7		*Coordinated Hot Cut Interval (Percent)*
OP-8B		*Number Portability Timeliness (Hours:Minutes)*
OP-8C		*Number Portability Timeliness (Hours:Minutes)*
NP-1A		*NXX Code Activation (Percent)*
OP-17A		*Timeliness of Disconnects associated with LNP Orders (Percent)*
MR-11A		*LNP Trouble Reports Cleared within 24 Hours (Percent)*
MR-11B		LNP Trouble Reports Cleared within 48 Hours

OP-13A would not be subject to a severity measurement as part of the Tier 1X calculation. Instead, OP-7 (Coordinated Hot Cut – Unbundled Loop), which will be reconfigured to measure the out-of-service time for a coordinated hot cut, which provide the following particularized severity function:

Hrs Out of Service	Payment
1-1.99	$225
2-2.99	$450
3-3.99	$675
4-4.99	$800
5+	$1025

COLLOCATION

Collocation is measured on (1) whether the feasibility studies are completed on time (e.g., within 10 days); (2) whether the installation commitment is met; (3) how many days late is particular feasibility study; and (4) how many days is a particular installation of the requested space. The applicable standard for making collocation space available shall be 90 days, determining the due date from the date the CLEC submits an acceptable application, applying the FCC process for addressing defects in the original application, allowing Qwest 10 calendar days to identify deficiencies found in the collocation application, and allowing the CLEC 10 calendar days to cure the defect. If the CLEC fails to cure the defect within 10 calendar days, the application would be considered cancelled. For addressing these issues, the relevant calculations and the associated payments shall be:

Days Late for Feasibility Study	Payment	Days Late For Installation	Payment

1-10	$45	1-+	$2,500[1]
11-20	$90		
21-30	$135		
31-40	$180		
40+	$300		

ACCESS TO LOCAL LOOPS

Pre-Order

For Unbundled Loops:

PO-5A-1(b)	IMA Electronic LSRs	*FOCs On Time (Percent)*
PO-5A-2(b)	EDI Electronic LSRs	*FOCs On Time (Percent)*
PO-5B-1(b)	IMA Electronic/Manual LSRs	*FOCs On Time (Percent)*
PO-5B-2(b)	EDI Electronic/Manual LSRs	*FOCs On Time (Percent)*
PO-5C-(b)	Fax Manual LSRs	*FOCs On Time (Percent)*
PO-9B		*Timely Jeopardy Notices (Percent)*

Provisioning

For Unbundled Analog Loops:

OP-3A	non-designed	*Installation Commitments Met (Percent)*
OP-3B	non-designed	*Installation Commitments Met (Percent)*
OP-3C	non-designed	*Installation Commitments Met (Percent)*
OP-3D	designed	*Installation Commitments Met (Percent)*
OP-3E	designed	*Installation Commitments Met (Percent)*
OP-4A[1]	non-designed	*Installation Interval (Average Days)*
OP-6A-1[1]	non-designed	*Delayed Days (Average Days)*
OP-6B-1[1]	non-designed	*Delayed Days (Average Days)*
OP-4B[1]	non-designed	*Installation Interval (Average Days)*
OP-6A-2[1]	non-designed	*Delayed Days (Average Days)*
OP-6B-2[1]	non-designed	*Delayed Days (Average Days)*
OP-4C[1]	non-designed	*Installation Interval (Average Days)*
OP-6A-3[1]	non-designed	*Delayed Days (Average Days)*
OP-6B-3[1]	non-designed	*Delayed Days (Average Days)*
OP-4D[1]	designed	*Installation Interval (Average Days)*
OP-6A-4[1]	designed	*Delayed Days (Average Days)*
OP-6B-4[1]	designed	*Delayed Days (Average Days)*
OP-4E[1]	designed	*Installation Interval (Average Days)*
OP-6A-5[1]	designed	*Delayed Days (Average Days)*
OP-6B-5[1]	designed	*Delayed Days (Average Days)*
OP-5		*New Service Installation without Trouble Reports (Percent)*

For Unbundled Non-Loaded Loops (2-wire):

[1] Ibid.

OP-3D	*Installation Commitments Met (Percent)*
OP-3E	*Installation Commitments Met (Percent)*
OP-4D[1]	*Installation Interval (Average Days)*
OP-6A-4[1]	*Delayed Days (Average Days)*
OP-6B-4[1]	*Delayed Days (Average Days)*
OP-4E[1]	*Installation Interval (Average Days)*
OP-6A-5[1]	*Delayed Days (Average Days)*
OP-6B-5[1]	*Delayed Days (Average Days)*
OP-5	*New Service Installation without Trouble Reports (Percent)*

For Unbundled Non-Loaded Loops (4-wire):

OP-3D	*Installation Commitments Met (Percent)*
OP-3E	*Installation Commitments Met (Percent)*
OP-4D[1]	*Installation Interval (Average Days)*
OP-6A-4[1]	*Delayed Days (Average Days)*
OP-6B-4[1]	*Delayed Days (Average Days)*
OP-4E[1]	*Installation Interval (Average Days)*
OP-6A-5[1]	*Delayed Days (Average Days)*
OP-6B-5[1]	*Delayed Days (Average Days)*
OP-5	*New Service Installation without Trouble Reports (Percent)*

For Unbundled DS1-Capable Loops:

OP-3D	*Installation Commitments Met (Percent)*
OP-3E	*Installation Commitments Met (Percent)*
OP-4D[1]	*Installation Interval (Average Days)*
OP-6A-4[1]	*Delayed Days (Average Days)*
OP-6B-4[1]	*Delayed Days (Average Days)*
OP-4E[1]	*Installation Interval (Average Days)*
OP-6A-5[1]	*Delayed Days (Average Days)*
OP-6B-5[1]	*Delayed Days (Average Days)*
OP-5	*New Service Installation without Trouble Reports (Percent)*

For Unbundled ISDN-Capable Loops:

OP-3D	*Installation Commitments Met (Percent)*
OP-3E	*Installation Commitments Met (Percent)*
OP-4D[1]	*Installation Interval (Average Days)*
OP-6A-4[1]	*Delayed Days (Average Days)*
OP-6B-4[1]	*Delayed Days (Average Days)*
OP-4E[1]	*Installation Interval (Average Days)*
OP-6A-5[1]	*Delayed Days (Average Days)*
OP-6B-5[1]	*Delayed Days (Average Days)*
OP-5	*New Service Installation without Trouble Reports (Percent)*

For Unbundled ADSL-Qualified Loops:

OP-3D	*Installation Commitments Met (Percent)*
OP-3E	*Installation Commitments Met (Percent)*
OP-4D[1]	*Installation Interval (Average Days)*
OP-6A-4[1]	*Delayed Days (Average Days)*
OP-6B-4[1]	*Delayed Days (Average Days)*
OP-4E[1]	*Installation Interval (Average Days)*
OP-6A-5[1]	*Delayed Days (Average Days)*

OP-6B-5[1]	*Delayed Days (Average Days)*
OP-5	*New Service Installation without Trouble Reports (Percent)*

For Unbundled Loops of DS3 and Higher:

OP-3D	*Installation Commitments Met (Percent)*
OP-3E	*Installation Commitments Met (Percent)*
OP-4D[1]	*Installation Interval (Average Days)*
OP-6A-4[1]	*Delayed Days (Average Days)*
OP-6B-4[1]	*Delayed Days (Average Days)*
OP-4E[1]	*Installation Interval (Average Days)*
OP-6A-5[1]	*Delayed Days (Average Days)*
OP-6B-5[1]	*Delayed Days (Average Days)*
OP-5	*New Service Installation without Trouble Reports (Percent)*

For Sub-Loop Unbundling:

OP-3A	*Installation Commitments Met (Percent)*
OP-3B	*Installation Commitments Met (Percent)*
OP-4A[1]	*Installation Interval (Average Days)*
OP-6A-1[1]	*Delayed Days (Average Days)*
OP-6B-1[1]	*Delayed Days (Average Days)*
OP-4B[1]	*Installation Interval (Average Days)*
OP-6A-2[1]	*Delayed Days (Average Days)*
OP-6B-2[1]	*Delayed Days (Average Days)*

Sub-loops – because sub-loops track loops in all other respects (e.g., have three different intervals in Qwest's Standard Interval Guides depending on the number of sub-loops in an order), OP-3 and OP-4 for this submeasure shall track the approach taken for loops. In particular, the relevant interval (5 days for 1-8 subloops in an order; 6 days for 9-16 in an order; and 7 days for 17+) shall be the standard for OP-3 (i.e., the relevant interval must be met 90% of the time) and the intermediate standard – i.e., 6 days – shall be the relevant interval for OP-4.

For Unbundled Loop Conditioning:

OP-3D	*Installation Commitments Met (Percent)*
OP-3E	*Installation Commitments Met (Percent)*
OP-4D	*Installation Interval (Average Days)*
OP-4E	*Installation Interval (Average Days)*

Conditioned loops (i.e., accounting for the additional time necessary to "condition" a previously unconditioned loop to make it DSL ready) – the interval, as envisioned by Qwest, is 15 days, which represents the target date for installing the product. Thus, OP-3 shall require that 90% of conditioned loops be installed within the interval, unless a dispatch to the location is necessary. As for OP-4, the relevant installation interval shall be set at 16.5 days, which reflects the recognition that 10% of the conditioned loops will not be installed within 15 days, so that the relevant interval should be marginally greater than the interval.

For Line Sharing/Line Splitting:

OP-3A	*Installation Commitments Met (Percent)*
OP-3B	*Installation Commitments Met (Percent)*
OP-3C	*Installation Commitments Met (Percent)*
OP-4A[1]	*Installation Interval (Average Days)*
OP-6A-1[1]	*Delayed Days (Average Days)*

OP-6B-1[1]	*Delayed Days (Average Days)*
OP-4B[1]	*Installation Interval (Average Days)*
OP-6A-2[1]	*Delayed Days (Average Days)*
OP-6B-2[1]	*Delayed Days (Average Days)*
OP-4C[1]	*Installation Interval (Average Days)*
OP-6A-3[1]	*Delayed Days (Average Days)*
OP-6B-3[1]	*Delayed Days (Average Days)*

Line sharing/Line splitting together –the interval for line sharing and line splitting, which shall be measured on an aggregate basis, is 3 days. Thus, OP-3 shall be that 90% of such loops shall be installed with 3 days. As for OP-4, the relevant installation interval shall be set at 3.3 days, which reflects the recognition 10% of such loops will not be installed within 3 days, so that the relevant interval should be marginally greater than the interval.

Maintenance and Repair

For Unbundled Analog Loops:

MR-3D	*Out of Service Cleared within 24 Hours*
MR-3E	*Out of Service Cleared within 24 Hours*
MR-6D	*Mean Time to Restore (Hours:Minutes)*
MR-6E	*Mean Time to Restore (Hours:Minutes)*
MR-7D	*Repair Repeat Report Rate (Percent)*
MR-7E	*Repair Repeat Report Rate (Percent)*
MR-8	*Trouble Rate (Percent)*

For Unbundled Non-loaded Loops (2-wire):

MR-3D	*Out of Service Cleared within 24 Hours*
MR-3E	*Out of Service Cleared within 24 Hours*
MR-6D	*Mean Time to Restore (Hours:Minutes)*
MR-6E	*Mean Time to Restore (Hours:Minutes)*
MR-7D	*Repair Repeat Report Rate (Percent)*
MR-7E	*Repair Repeat Report Rate (Percent)*
MR-8	*Trouble Rate (Percent)*

For Unbundled Non-loaded Loops (4-wire):

MR-5A	*All Troubles Cleared within 4 Hours (Percent)*
MR-5B	*All Troubles Cleared within 4 Hours (Percent)*
MR-6D	*Mean Time to Restore (Hours:Minutes)*
MR-6E	*Mean Time to Restore (Hours:Minutes)*
MR-7D	*Repair Repeat Report Rate (Percent)*
MR-7E	*Repair Repeat Report Rate (Percent)*
MR-8	*Trouble Rate (Percent)*

For Unbundled DS1-Capable Loops:

MR-5A	*All Troubles Cleared within 4 Hours (Percent)*
MR-5B	*All Troubles Cleared within 4 Hours (Percent)*
MR-6D	*Mean Time to Restore (Hours:Minutes)*
MR-6E	*Mean Time to Restore (Hours:Minutes)*
MR-7D	*Repair Repeat Report Rate (Percent)*
MR-7E	*Repair Repeat Report Rate (Percent)*
MR-8	*Trouble Rate (Percent)*

For Unbundled ISDN-Capable Loops:

MR-3D	*Out of Service Cleared within 24 Hours*
MR-3E	*Out of Service Cleared within 24 Hours*
MR-6D	*Mean Time to Restore (Hours:Minutes)*
MR-6E	*Mean Time to Restore (Hours:Minutes)*
MR-7D	*Repair Repeat Report Rate (Percent)*
MR-7E	*Repair Repeat Report Rate (Percent)*
MR-8	*Trouble Rate (Percent)*

For Unbundled ADSL-Qualified Loops:

MR-3D	*Out of Service Cleared within 24 Hours*
MR-3E	*Out of Service Cleared within 24 Hours*
MR-6D	*Mean Time to Restore (Hours:Minutes)*
MR-6E	*Mean Time to Restore (Hours:Minutes)*
MR-7D	*Repair Repeat Report Rate (Percent)*
MR-7E	*Repair Repeat Report Rate (Percent)*
MR-8	*Trouble Rate (Percent)*

For Unbundled Loops of DS3 and Higher:

MR-5A	*All Troubles Cleared within 4 Hours (Percent)*
MR-5B	*All Troubles Cleared within 4 Hours (Percent)*
MR-6D	*Mean Time to Restore (Hours:Minutes)*
MR-6E	*Mean Time to Restore (Hours:Minutes)*
MR-7D	*Repair Repeat Report Rate (Percent)*
MR-7E	*Repair Repeat Report Rate (Percent)*
MR-8	*Trouble Rate (Percent)*

For Sub-Loop Unbundling:

MR-3A	*Out of Service Cleared within 24 Hours*
MR-3B	*Out of Service Cleared within 24 Hours*
MR-3C	*Out of Service Cleared within 24 Hours*
MR-6A	*Mean Time to Restore (Hours:Minutes)*
MR-6B	*Mean Time to Restore (Hours:Minutes)*
MR-6C	*Mean Time to Restore (Hours:Minutes)*
MR-7A	*Repair Repeat Report Rate (Percent)*
MR-7B	*Repair Repeat Report Rate (Percent)*
MR-7C	*Repair Repeat Report Rate (Percent)*
MR-8	*Trouble Rate (Percent)*

For the MR-3, MR-6, MR-7, and MR-8 measures, the relevant analog product shall be ISDN-BRI.

For Line Sharing/Line Splitting:

MR-3A	*Out of Service Cleared within 24 Hours*
MR-3B	*Out of Service Cleared within 24 Hours*
MR-3C	*Out of Service Cleared within 24 Hours*
MR-6A	*Mean Time to Restore (Hours:Minutes)*
MR-6B	*Mean Time to Restore (Hours:Minutes)*
MR-6C	*Mean Time to Restore (Hours:Minutes)*
MR-7A	*Repair Repeat Report Rate (Percent)*

MR-7B	*Repair Repeat Report Rate (Percent)*
MR-7C	*Repair Repeat Report Rate (Percent)*
MR-8	*Trouble Rate (Percent)*

For the MR-3, MR-6, MR-7, and MR-8 measures, the relevant analog product shall be Qwest's DSL service, which is also provisioned and treated on a line shared basis.

TIER 1B

Pre-Order

For LSR:

PO-3A-1	IMA & rejected manually	*LSR Rejection Notice Interval (Hours:Minutes)*
PO-3B-1	EDI & rejected manually	*LSR Rejection Notice Interval (Hours:Minutes)*
PO-3C	Facsimile	*LSR Rejection Notice Interval (Hours:Minutes)*

For Resale and UNE-P:

PO-5A-1(a)	IMA Electronic LSRs	*FOCs On Time (Percent)*
PO-5A-2(a)	EDI Electronic LSRs	*FOCs On Time (Percent)*
PO-5B-1(a)	IMA Electronic/Manual LSRs	*FOCs On Time (Percent)*
PO-5B-2(a)	EDI Electronic/Manual LSRs	*FOCs On Time (Percent)*
PO-5C-(a)	Facsimile Manual LSRs	*FOCs On Time (Percent)*
PO-8D	(POTS)	*Jeopardy Notice Interval (Average Days)*
PO-9D	(POTS)	*Timely Jeopardy Notices (Percent)*

For LNP:

PO-5A-1(c)	IMA Electronic LSRs	*FOCs On Time (Percent)*
PO-5A-2(c)	EDI Electronic LSRs	*FOCs On Time (Percent)*
PO-5B-1(c)	IMA Electronic/Manual LSRs	*FOCs On Time (Percent)*
PO-5B-2(c)	EDI Electronic/Manual LSRs	*FOCs On Time (Percent)*
PO-5C-(c)	Facsimile Manual LSRs	*FOCs On Time (Percent)*

For LIS Trunks:

PO-5D	*FOCs On Time (Percent)*
PO-8C	*Jeopardy Notice Interval (Average Days)*
PO-9C	*Timely Jeopardy Notices (Percent)*

For Billing:

PO-7A	IMA-GUI	*Billing Completion Notification Timeliness (Percent)*
PO-7B	IMA-EDI	*Billing Completion Notification Timeliness (Percent)*

For Non-Designed Services:

PO-8A	*Jeopardy Notice Interval (Average Days)*
PO-9A	*Timely Jeopardy Notices (Percent)*

For Unbundled Loops:

PO-8B	*Jeopardy Notice Interval (Average Days)*

Provisioning

For Residential Single Line Service:

OP-3A	*Installation Commitments Met (Percent)*
OP-3B	*Installation Commitments Met (Percent)*
OP-3C	*Installation Commitments Met (Percent)*
OP-4A[1]	*Installation Interval (Average Days)*
OP-6A-1[1]	*Delayed Days (Average Days)*
OP-6B-1[1]	*Delayed Days (Average Days)*
OP-4B[1]	*Installation Interval (Average Days)*
OP-6A-2[1]	*Delayed Days (Average Days)*
OP-6B-2[1]	*Delayed Days (Average Days)*
OP-4C[1]	*Installation Interval (Average Days)*
OP-6A-3[1]	*Delayed Days (Average Days)*
OP-6B-3[1]	*Delayed Days (Average Days)*
OP-5	*New Service Installation without Trouble Reports (Percent)*

For Business Single Line Service:

OP-3A	*Installation Commitments Met (Percent)*
OP-3B	*Installation Commitments Met (Percent)*
OP-3C	*Installation Commitments Met (Percent)*
OP-4A[1]	*Installation Interval (Average Days)*
OP-6A-1[1]	*Delayed Days (Average Days)*
OP-6B-1[1]	*Delayed Days (Average Days)*
OP-4B[1]	*Installation Interval (Average Days)*
OP-6A-2[1]	*Delayed Days (Average Days)*
OP-6B-2[1]	*Delayed Days (Average Days)*
OP-4C[1]	*Installation Interval (Average Days)*
OP-6A-3[1]	*Delayed Days (Average Days)*
OP-6B-3[1]	*Delayed Days (Average Days)*
OP-5	*New Service Installation without Trouble Reports (Percent)*

For Centrex:

OP-3A	*Installation Commitments Met (Percent)*
OP-3B	*Installation Commitments Met (Percent)*
OP-3C	*Installation Commitments Met (Percent)*
OP-4A[1]	*Installation Interval (Average Days)*
OP-6A-1[1]	*Delayed Days (Average Days)*
OP-6B-1[1]	*Delayed Days (Average Days)*
OP-4B[1]	*Installation Interval (Average Days)*
OP-6A-2[1]	*Delayed Days (Average Days)*
OP-6B-2[1]	*Delayed Days (Average Days)*
OP-4C[1]	*Installation Interval (Average Days)*
OP-6A-3[1]	*Delayed Days (Average Days)*
OP-6B-3[1]	*Delayed Days (Average Days)*
OP-5	*New Service Installation without Trouble Reports (Percent)*

For Centrex 21:

OP-3A	*Installation Commitments Met (Percent)*

OP-3B	*Installation Commitments Met (Percent)*
OP-3C	*Installation Commitments Met (Percent)*
OP-4A[1]	*Installation Interval (Average Days)*
OP-6A-1[1]	*Delayed Days (Average Days)*
OP-6B-1[1]	*Delayed Days (Average Days)*
OP-4B[1]	*Installation Interval (Average Days)*
OP-6A-2[1]	*Delayed Days (Average Days)*
OP-6B-2[1]	*Delayed Days (Average Days)*
OP-4C[1]	*Installation Interval (Average Days)*
OP-6A-3[1]	*Delayed Days (Average Days)*
OP-6B-3[1]	*Delayed Days (Average Days)*
OP-5	*New Service Installation without Trouble Reports (Percent)*

For PBX Trunks:

OP-3A	*Installation Commitments Met (Percent)*
OP-3B	*Installation Commitments Met (Percent)*
OP-3C	*Installation Commitments Met (Percent)*
OP-3D	*Installation Commitments Met (Percent)*
OP-3E	*Installation Commitments Met (Percent)*
OP-4A[1]	*Installation Interval (Average Days)*
OP-6A-1[1]	*Delayed Days (Average Days)*
OP-6B-1[1]	*Delayed Days (Average Days)*
OP-4B[1]	*Installation Interval (Average Days)*
OP-6A-2[1]	*Delayed Days (Average Days)*
OP-6B-2[1]	*Delayed Days (Average Days)*
OP-4C[1]	*Installation Interval (Average Days)*
OP-6A-3[1]	*Delayed Days (Average Days)*
OP-6B-3[1]	*Delayed Days (Average Days)*
OP-4D[1]	*Installation Interval (Average Days)*
OP-6A-4[1]	*Delayed Days (Average Days)*
OP-6B-4[1]	*Delayed Days (Average Days)*
OP-4E[1]	*Installation Interval (Average Days)*
OP-6A-5[1]	*Delayed Days (Average Days)*
OP-6B-5[1]	*Delayed Days (Average Days)*
OP-5	*New Service Installation without Trouble Reports (Percent)*

For Basic ISDN:

OP-3A	*Installation Commitments Met (Percent)*
OP-3B	*Installation Commitments Met (Percent)*
OP-3C	*Installation Commitments Met (Percent)*
OP-3D	*Installation Commitments Met (Percent)*
OP-3E	*Installation Commitments Met (Percent)*
OP-4A[1]	*Installation Interval (Average Days)*
OP-6A-1[1]	*Delayed Days (Average Days)*
OP-6B-1[1]	*Delayed Days (Average Days)*
OP-4B[1]	*Installation Interval (Average Days)*
OP-6A-2[1]	*Delayed Days (Average Days)*
OP-6B-2[1]	*Delayed Days (Average Days)*
OP-4C[1]	*Installation Interval (Average Days)*
OP-6A-3[1]	*Delayed Days (Average Days)*
OP-6B-3[1]	*Delayed Days (Average Days)*

OP-4D[1]	*Installation Interval (Average Days)*
OP-6A-4[1]	*Delayed Days (Average Days)*
OP-6B-4[1]	*Delayed Days (Average Days)*
OP-4E[1]	*Installation Interval (Average Days)*
OP-6A-5[1]	*Delayed Days (Average Days)*
OP-6B-5[1]	*Delayed Days (Average Days)*
OP-5	*New Service Installation without Trouble Reports (Percent)*

For UNE-P (POTS):

OP-3A	*Installation Commitments Met (Percent)*
OP-3B	*Installation Commitments Met (Percent)*
OP-3C	*Installation Commitments Met (Percent)*
OP-4A[1]	*Installation Interval (Average Days)*
OP-6A-1[1]	*Delayed Days (Average Days)*
OP-6B-1[1]	*Delayed Days (Average Days)*
OP-4B[1]	*Installation Interval (Average Days)*
OP-6A-2[1]	*Delayed Days (Average Days)*
OP-6B-2[1]	*Delayed Days (Average Days)*
OP-4C[1]	*Installation Interval (Average Days)*
OP-6A-3[1]	*Delayed Days (Average Days)*
OP-6B-3[1]	*Delayed Days (Average Days)*
OP-5	*New Service Installation without Trouble Reports (Percent)*

For Qwest DSL:

OP-3A	*Installation Commitments Met (Percent)*
OP-3B	*Installation Commitments Met (Percent)*
OP-3C	*Installation Commitments Met (Percent)*
OP-3D	*Installation Commitments Met (Percent)*
OP-3E	*Installation Commitments Met (Percent)*
OP-4A[1]	*Installation Interval (Average Days)*
OP-6A-1[1]	*Delayed Days (Average Days)*
OP-6B-1[1]	*Delayed Days (Average Days)*
OP-4B[1]	*Installation Interval (Average Days)*
OP-6A-2[1]	*Delayed Days (Average Days)*
OP-6B-2[1]	*Delayed Days (Average Days)*
OP-4C[1]	*Installation Interval (Average Days)*
OP-6A-3[1]	*Delayed Days (Average Days)*
OP-6B-3[1]	*Delayed Days (Average Days)*
OP-4D[1]	*Installation Interval (Average Days)*
OP-6A-4[1]	*Delayed Days (Average Days)*
OP-6B-4[1]	*Delayed Days (Average Days)*
OP-4E[1]	*Installation Interval (Average Days)*
OP-6A-5[1]	*Delayed Days (Average Days)*
OP-6B-5[1]	*Delayed Days (Average Days)*
OP-5	*New Service Installation without Trouble Reports (Percent)*

For Primary ISDN:

OP-3A	*Installation Commitments Met (Percent)*
OP-3B	*Installation Commitments Met (Percent)*
OP-3C	*Installation Commitments Met (Percent)*
OP-3D	*Installation Commitments Met (Percent)*

OP-3E	*Installation Commitments Met (Percent)*
OP-4A[1]	*Installation Interval (Average Days)*
OP-6A-1[1]	*Delayed Days (Average Days)*
OP-6B-1[1]	*Delayed Days (Average Days)*
OP-4B[1]	*Installation Interval (Average Days)*
OP-6A-2[1]	*Delayed Days (Average Days)*
OP-6B-2[1]	*Delayed Days (Average Days)*
OP-4C[1]	*Installation Interval (Average Days)*
OP-6A-3[1]	*Delayed Days (Average Days)*
OP-6B-3[1]	*Delayed Days (Average Days)*
OP-4D[1]	*Installation Interval (Average Days)*
OP-6A-4[1]	*Delayed Days (Average Days)*
OP-6B-4[1]	*Delayed Days (Average Days)*
OP-4E[1]	*Installation Interval (Average Days)*
OP-6A-5[1]	*Delayed Days (Average Days)*
OP-6B-5[1]	*Delayed Days (Average Days)*
OP-5	*New Service Installation without Trouble Reports (Percent)*

For DS0:

OP-3A	non-designed	*Installation Commitments Met (Percent)*
OP-3B	non-designed	*Installation Commitments Met (Percent)*
OP-3C	non-designed	*Installation Commitments Met (Percent)*
OP-3D	designed	*Installation Commitments Met (Percent)*
OP-3E	designed	*Installation Commitments Met (Percent)*
OP-4A[1]	non-designed	*Installation Interval (Average Days)*
OP-6A-1[1]	non-designed	*Delayed Days (Average Days)*
OP-6B-1[1]	non-designed	*Delayed Days (Average Days)*
OP-4B[1]	non-designed	*Installation Interval (Average Days)*
OP-6A-2[1]	non-designed	*Delayed Days (Average Days)*
OP-6B-2[1]	non-designed	*Delayed Days (Average Days)*
OP-4C[1]	non-designed	*Installation Interval (Average Days)*
OP-6A-3[1]	non-designed	*Delayed Days (Average Days)*
OP-6B-3[1]	non-designed	*Delayed Days (Average Days)*
OP-4D[1]	designed	*Installation Interval (Average Days)*
OP-6A-4[1]	designed	*Delayed Days (Average Days)*
OP-6B-4[1]	designed	*Delayed Days (Average Days)*
OP-4E[1]	designed	*Installation Interval (Average Days)*
OP-6A-5[1]	designed	*Delayed Days (Average Days)*
OP-6B-5[1]	designed	*Delayed Days (Average Days)*
OP-5		*New Service Installation without Trouble Reports (Percent)*

For DS1:

OP-3D	*Installation Commitments Met (Percent)*
OP-3E	*Installation Commitments Met (Percent)*
OP-4D[1]	*Installation Interval (Average Days)*
OP-6A-4[1]	*Delayed Days (Average Days)*
OP-6B-4[1]	*Delayed Days (Average Days)*
OP-4E[1]	*Installation Interval (Average Days)*
OP-6A-5[1]	*Delayed Days (Average Days)*
OP-6B-5[1]	*Delayed Days (Average Days)*

OP-5	*New Service Installation without Trouble Reports (Percent)*

For DS3 and Higher:

OP-3D	*Installation Commitments Met (Percent)*
OP-3E	*Installation Commitments Met (Percent)*
OP-4D[1]	*Installation Interval (Average Days)*
OP-6A-4[1]	*Delayed Days (Average Days)*
OP-6B-4[1]	*Delayed Days (Average Days)*
OP-4E[1]	*Installation Interval (Average Days)*
OP-6A-5[1]	*Delayed Days (Average Days)*
OP-6B-5[1]	*Delayed Days (Average Days)*
OP-5	*New Service Installation without Trouble Reports (Percent)*

For Frame Relay:

OP-3D	*Installation Commitments Met (Percent)*
OP-3E	*Installation Commitments Met (Percent)*
OP-4D[1]	*Installation Interval (Average Days)*
OP-6A-4[1]	*Delayed Days (Average Days)*
OP-6B-4[1]	*Delayed Days (Average Days)*
OP-4E[1]	*Installation Interval (Average Days)*
OP-6A-5[1]	*Delayed Days (Average Days)*
OP-6B-5[1]	*Delayed Days (Average Days)*
OP-5	*New Service Installation without Trouble Reports (Percent)*

For UDIT – DS1 Level:

OP-3D	*Installation Commitments Met (Percent)*
OP-3E	*Installation Commitments Met (Percent)*
OP-4D[1]	*Installation Interval (Average Days)*
OP-6A-4[1]	*Delayed Days (Average Days)*
OP-6B-4[1]	*Delayed Days (Average Days)*
OP-4E[1]	*Installation Interval (Average Days)*
OP-6A-5[1]	*Delayed Days (Average Days)*
OP-6B-5[1]	*Delayed Days (Average Days)*
OP-5	*New Service Installation without Trouble Reports (Percent)*

For UDIT – Above DS1 Level:

OP-3D	*Installation Commitments Met (Percent)*
OP-3E	*Installation Commitments Met (Percent)*
OP-4D[1]	*Installation Interval (Average Days)*
OP-6A-4[1]	*Delayed Days (Average Days)*
OP-6B-4[1]	*Delayed Days (Average Days)*
OP-4E[1]	*Installation Interval (Average Days)*
OP-6A-5[1]	*Delayed Days (Average Days)*
OP-6B-5[1]	*Delayed Days (Average Days)*
OP-5	*New Service Installation without Trouble Reports (Percent)*

For E911/911 Trunks:

OP-3D	*Installation Commitments Met (Percent)*
OP-3E	*Installation Commitments Met (Percent)*
OP-4D[1]	*Installation Interval (Average Days)*
OP-6A-4[1]	*Delayed Days (Average Days)*

OP-6B-4[1]	*Delayed Days (Average Days)*
OP-4E[1]	*Installation Interval (Average Days)*
OP-6A-5[1]	*Delayed Days (Average Days)*
OP-6B-5[1]	*Delayed Days (Average Days)*
OP-5	*New Service Installation without Trouble Reports (Percent)*

Maintenance and Repair

For Residential Single Line Service:

MR-3A	*Out of Service Cleared within 24 Hours*
MR-3B	*Out of Service Cleared within 24 Hours*
MR-3C	*Out of Service Cleared within 24 Hours*
MR-6A	*Mean Time to Restore (Hours:Minutes)*
MR-6B	*Mean Time to Restore (Hours:Minutes)*
MR-6C	*Mean Time to Restore (Hours:Minutes)*
MR-7A	*Repair Repeat Report Rate (Percent)*
MR-7B	*Repair Repeat Report Rate (Percent)*
MR-7C	*Repair Repeat Report Rate (Percent)*
MR-8	*Trouble Rate (Percent)*

For Business Single Line Service:

MR-3A	*Out of Service Cleared within 24 Hours*
MR-3B	*Out of Service Cleared within 24 Hours*
MR-3C	*Out of Service Cleared within 24 Hours*
MR-6A	*Mean Time to Restore (Hours:Minutes)*
MR-6B	*Mean Time to Restore (Hours:Minutes)*
MR-6C	*Mean Time to Restore (Hours:Minutes)*
MR-7A	*Repair Repeat Report Rate (Percent)*
MR-7B	*Repair Repeat Report Rate (Percent)*
MR-7C	*Repair Repeat Report Rate (Percent)*
MR-8	*Trouble Rate (Percent)*

For Centrex:

MR-3A	*Out of Service Cleared within 24 Hours*
MR-3B	*Out of Service Cleared within 24 Hours*
MR-3C	*Out of Service Cleared within 24 Hours*
MR-6A	*Mean Time to Restore (Hours:Minutes)*
MR-6B	*Mean Time to Restore (Hours:Minutes)*
MR-6C	*Mean Time to Restore (Hours:Minutes)*
MR-7A	*Repair Repeat Report Rate (Percent)*
MR-7B	*Repair Repeat Report Rate (Percent)*
MR-7C	*Repair Repeat Report Rate (Percent)*
MR-8	*Trouble Rate (Percent)*

For Centrex 21:

MR-3A	*Out of Service Cleared within 24 Hours*
MR-3B	*Out of Service Cleared within 24 Hours*
MR-3C	*Out of Service Cleared within 24 Hours*
MR-6A	*Mean Time to Restore (Hours:Minutes)*
MR-6B	*Mean Time to Restore (Hours:Minutes)*
MR-6C	*Mean Time to Restore (Hours:Minutes)*

MR-7A	*Repair Repeat Report Rate (Percent)*
MR-7B	*Repair Repeat Report Rate (Percent)*
MR-7C	*Repair Repeat Report Rate (Percent)*
MR-8	*Trouble Rate (Percent)*

For PBX Trunks:

MR-3A	*Out of Service Cleared within 24 Hours*
MR-3B	*Out of Service Cleared within 24 Hours*
MR-3C	*Out of Service Cleared within 24 Hours*
MR-6A	*Mean Time to Restore (Hours:Minutes)*
MR-6B	*Mean Time to Restore (Hours:Minutes)*
MR-6C	*Mean Time to Restore (Hours:Minutes)*
MR-7A	*Repair Repeat Report Rate (Percent)*
MR-7B	*Repair Repeat Report Rate (Percent)*
MR-7C	*Repair Repeat Report Rate (Percent)*
MR-8	*Trouble Rate (Percent)*

For Basic ISDN:

MR-3A	*Out of Service Cleared within 24 Hours*
MR-3B	*Out of Service Cleared within 24 Hours*
MR-3C	*Out of Service Cleared within 24 Hours*
MR-6A	*Mean Time to Restore (Hours:Minutes)*
MR-6B	*Mean Time to Restore (Hours:Minutes)*
MR-6C	*Mean Time to Restore (Hours:Minutes)*
MR-7A	*Repair Repeat Report Rate (Percent)*
MR-7B	*Repair Repeat Report Rate (Percent)*
MR-7C	*Repair Repeat Report Rate (Percent)*
MR-8	*Trouble Rate (Percent)*

For UNE-P (POTS):

MR-3A	*Out of Service Cleared within 24 Hours*
MR-3B	*Out of Service Cleared within 24 Hours*
MR-3C	*Out of Service Cleared within 24 Hours*
MR-6A	*Mean Time to Restore (Hours:Minutes)*
MR-6B	*Mean Time to Restore (Hours:Minutes)*
MR-6C	*Mean Time to Restore (Hours:Minutes)*
MR-7A	*Repair Repeat Report Rate (Percent)*
MR-7B	*Repair Repeat Report Rate (Percent)*
MR-7C	*Repair Repeat Report Rate (Percent)*
MR-8	*Trouble Rate (Percent)*

For Qwest DSL:

MR-3D	*Out of Service Cleared within 24 Hours*
MR-3E	*Out of Service Cleared within 24 Hours*
MR-6D	*Mean Time to Restore (Hours:Minutes)*
MR-6E	*Mean Time to Restore (Hours:Minutes)*
MR-7D	*Repair Repeat Report Rate (Percent)*
MR-7E	*Repair Repeat Report Rate (Percent)*
MR-8	*Trouble Rate (Percent)*

For Primary ISDN:

MR-3D	*Out of Service Cleared within 24 Hours*
MR-3E	*Out of Service Cleared within 24 Hours*
MR-6D	*Mean Time to Restore (Hours:Minutes)*
MR-6E	*Mean Time to Restore (Hours:Minutes)*
MR-7D	*Repair Repeat Report Rate (Percent)*
MR-7E	*Repair Repeat Report Rate (Percent)*
MR-8	*Trouble Rate (Percent)*

For DS0:

MR-3D	*Out of Service Cleared within 24 Hours*
MR-3E	*Out of Service Cleared within 24 Hours*
MR-6D	*Mean Time to Restore (Hours:Minutes)*
MR-6E	*Mean Time to Restore (Hours:Minutes)*
MR-7D	*Repair Repeat Report Rate (Percent)*
MR-7E	*Repair Repeat Report Rate (Percent)*
MR-8	*Trouble Rate (Percent)*

For DS1:

MR-3D	*Out of Service Cleared within 24 Hours*
MR-3E	*Out of Service Cleared within 24 Hours*
MR-6D	*Mean Time to Restore (Hours:Minutes)*
MR-6E	*Mean Time to Restore (Hours:Minutes)*
MR-7D	*Repair Repeat Report Rate (Percent)*
MR-7E	*Repair Repeat Report Rate (Percent)*
MR-8	*Trouble Rate (Percent)*

For DS3 and Higher:

MR-3D	*Out of Service Cleared within 24 Hours*
MR-3E	*Out of Service Cleared within 24 Hours*
MR-6D	*Mean Time to Restore (Hours:Minutes)*
MR-6E	*Mean Time to Restore (Hours:Minutes)*
MR-7D	*Repair Repeat Report Rate (Percent)*
MR-7E	*Repair Repeat Report Rate (Percent)*
MR-8	*Trouble Rate (Percent)*

For Frame Relay:

MR-3D	*Out of Service Cleared within 24 Hours*
MR-3E	*Out of Service Cleared within 24 Hours*
MR-6D	*Mean Time to Restore (Hours:Minutes)*
MR-6E	*Mean Time to Restore (Hours:Minutes)*
MR-7D	*Repair Repeat Report Rate (Percent)*
MR-7E	*Repair Repeat Report Rate (Percent)*
MR-8	*Trouble Rate (Percent)*

For UDIT – DS1 Level:

MR-3D	*Out of Service Cleared within 24 Hours*
MR-3E	*Out of Service Cleared within 24 Hours*
MR-6D	*Mean Time to Restore (Hours:Minutes)*
MR-6E	*Mean Time to Restore (Hours:Minutes)*
MR-7D	*Repair Repeat Report Rate (Percent)*
MR-7E	*Repair Repeat Report Rate (Percent)*

MR-8	*Trouble Rate (Percent)*

For UDIT – Above DS1 Level:

MR-3D	*Out of Service Cleared within 24 Hours*
MR-3E	*Out of Service Cleared within 24 Hours*
MR-6D	*Mean Time to Restore (Hours:Minutes)*
MR-6E	*Mean Time to Restore (Hours:Minutes)*
MR-7D	*Repair Repeat Report Rate (Percent)*
MR-7E	*Repair Repeat Report Rate (Percent)*
MR-8	*Trouble Rate (Percent)*

For E911/911 Trunks:

MR-3D	*Out of Service Cleared within 24 Hours*
MR-3E	*Out of Service Cleared within 24 Hours*
MR-6D	*Mean Time to Restore (Hours:Minutes)*
MR-6E	*Mean Time to Restore (Hours:Minutes)*
MR-7D	*Repair Repeat Report Rate (Percent)*
MR-7E	*Repair Repeat Report Rate (Percent)*
MR-8	*Trouble Rate (Percent)*

TIER 1C

Billing

BI-1A	*Time to Provide Recorded Usage Records (Average Days)*
BI-1B	*Time to Provide Recorded Usage Records (Percent)*
BI-3A	*Billing Accuracy – Adjustments for Errors (Percent)*
BI-3B	*Billing Accuracy – Adjustments for Errors (Percent)*
BI-4A	*Billing Completeness (Percent)*
BI-4B	*Billing Completeness (Percent)*

Each billing measure (BI-1A/BI-1B; BI-3A/BI-3B; and BI-4A/BI-4B) will be subject to a per measure cap of a base payment of $5,000 per month, subject to a maximum escalation of $30,000 per measure.

TIER 2

Continuing Non-Conforming Performance

See Section 10.3.

Work Completion Timeliness

PO-6	*Work Completion Notification Timeliness (Hours:Minutes)*

This measure shall be on a Tier 2 basis (measuring aggregate performance to all CLECs) and shall be calculated as follows:

Performance	Monthly Payment
1-1.49 hrs	$10,000
1.5-1.99 hrs	$15,000

2-2.49 hrs	$20,000
2.5-2.99 hrs	$25,000
3-3.49 hrs	$30,000
3.5-3.99 hrs	$35,000
4-4.49 hrs	$40,000
4.5-4.99	$45,000
5+	$50,000

Regionwide Wholesale Support Systems

The following submeasures, which relate to the quality of Qwest's computer systems and call centers, are recorded only on a regionwide (14 state) basis:

GA-1A Appointment Scheduler	*Gateway Availability – IMA-GUI (Percent)*
GA-1B Fetch-N-Stuff	*Gateway Availability – IMA-GUI (Percent)*
GA-1C Data Arbiter	*Gateway Availability – IMA-GUI (Percent)*
GA-2	*Gateway Availability – IMA-EDI (Percent)*
GA-3	*Gateway Availability – EB-TA (Percent)*
GA-4	*Gateway Availability – EXACT (Percent)*
GA-6	*Gateway Availability – GUI – Repair (Percent)*
PO-1A-1	*Pre-Order/Order Response Times(Seconds)*
PO-1B-1	*Pre-Order/Order Response Times(Seconds)*
PO-1A-2	*Pre-Order/Order Response Times(Seconds)*
PO-1B-2	*Pre-Order/Order Response Times(Seconds)*
PO-1A-3	*Pre-Order/Order Response Times(Seconds)*
PO-1B-3	*Pre-Order/Order Response Times(Seconds)*
PO-1A-4	*Pre-Order/Order Response Times(Seconds)*
PO-1B-4	*Pre-Order/Order Response Times(Seconds)*
PO-1A-5	*Pre-Order/Order Response Times(Seconds)*
PO-1B-5	*Pre-Order/Order Response Times(Seconds)*
PO-1A-6	*Pre-Order/Order Response Times(Seconds)*
PO-1B-6	*Pre-Order/Order Response Times(Seconds)*
PO-1A-7	*Pre-Order/Order Response Times(Seconds)*
PO-1B-7	*Pre-Order/Order Response Times(Seconds)*
PO-1A-8	*Pre-Order/Order Response Times(Seconds)*
PO-1B-8	*Pre-Order/Order Response Times(Seconds)*
OP-2	*Calls Answered within Twenty Seconds – Interconnect Provisioning Center (Percent)*
MR-2	*Calls Answered within Twenty Seconds – Interconnect Repair Center (Percent)*

PO-1A and PO-1B shall have their transaction types aggregated together.

For Minnesota, Qwest shall make a Tier-2 payments based upon monthly performance results according to the following schedule. (On this measure, the total payment, for all 14 Qwest states, shall actually be a multiple of the one noted below.)

Measure	Performance	Payment
GA-1,GA-2,	1% or lower	$1,000
GA-3,GA-4	>1% to 3%	$10,000
GA-6	>3% to 5%	$20,000

	> 5%	$30,000
PO-1	2 sec or less	$1,000
	>2 sec to 5 sec	$5,000
	>5 sec to 10 sec	$10,000
	> 10 sec	$15,000
OP-2/MR-2	1% or less	$1,000
	>1% to 3%	$5,000
	>3% to 5%	$10,000
	>5%	$15,000

Handling of Local Service Requests

PO-10 *LSR Accountability (Percent)*

Performance	Payment
99-99.5	$10,000
98.5-98.99	$20,000
98-98.49	$30,000
97.5-97.99	$40,000
97-97.49	$50,000
96.5-96.99	$60,000
96-96.49	$70,000
95.5-95.99	$80,000
95-95.49	$90,000
below 95%	$100,000

If the PO-10 measure at the end of any month dips below 95%, the Commission may commence a proceeding to determine whether the problem is being remedied and to determine whether any other action is appropriate.

Electronic Flow Through Rates

For Resale:

PO-2A-1	IMA Flow-through LSRs	*Electronic Flow-through (Percent)*
PO-2A-2	GUI Flow-through LSRs	*Electronic Flow-through (Percent)*
PO-2B-1	IMA Flow-through Eligible LSRs	*Electronic Flow-through (Percent)*
PO-2B-2	GUI Flow-through Eligible LSRs	*Electronic Flow-through (Percent)*

For Unbundled Loops:

PO-2A-1	IMA Flow-through LSRs	*Electronic Flow-through (Percent)*
PO-2A-2	GUI Flow-through LSRs	*Electronic Flow-through (Percent)*
PO-2B-1	IMA Flow-through Eligible LSRs	*Electronic Flow-through (Percent)*
PO-2B-2	GUI Flow-through Eligible LSRs	*Electronic Flow-through (Percent)*

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For LNP:

PO-2A-1	IMA Flow-through LSRs	*Electronic Flow-through (Percent)*
PO-2A-2	GUI Flow-through LSRs	*Electronic Flow-through (Percent)*
PO-2B-1	IMA Flow-through Eligible LSRs	*Electronic Flow-through (Percent)*
PO-2B-2	GUI Flow-through Eligible LSRs	*Electronic Flow-through (Percent)*

For UNE-P (POTS):

PO-2A-1	IMA Flow-through LSRs	*Electronic Flow-through (Percent)*
PO-2A-2	GUI Flow-through LSRs	*Electronic Flow-through (Percent)*
PO-2B-1	IMA Flow-through Eligible LSRs	*Electronic Flow-through (Percent)*
PO-2B-2	GUI Flow-through Eligible LSRs	*Electronic Flow-through (Percent)*

Qwest shall be required to meet a standard for either eligible flow-through (PO-2B-1 & PO-2B-2 aggregated) or actual flow-through (PO-2A-1 & PO-2A-2 aggregated). If Qwest misses the standard for both PO-2B and PO-2A, it shall pay payments on the measure in which it performed closer to the relevant standard.

The following table sets out the relevant standard for measuring acceptable levels of actual flow-through (PO-2A) and flow-through eligible orders (PO-2B).

Flow-through Orders (PO-2A)	January 2002	July 2002	January 2003	July 2003
Resale	70%	80%	85%	85%
Unbundled Loops	50%	60%	70%	75%
LNP	70%	80%	85%	85%
UNE-P (POTS)	50%	65%	80%	85%

Flow-through Eligible Orders (PO-2B)	January 2002	July 2002	January 2003	July 2003
Resale	80%	90%	95%	95%
Unbundled Loops	60%	70%	80%	85%
LNP	80%	90%	95%	95%
UNE-P (POTS)	60%	75%	90%	95%

The relevant payment shall be computed on a quarterly basis and shall take the performance on the better of the eligible flow through orders (PO-2B) or actual orders to flow through (PO-2A) and apply a $75,000 payment for each 2.5% that the relevant measurement differs from the standard. This payment shall not exceed $600,000 per submeasure (resale, unbundled loop, LNP, UNEP). By way of illustration, the payment table for eligible flow through orders for resale for beginning January, 2002 is:

Resale:	77.5%-79.99%	$ 75,000
	75.0%-77.49%	$150,000
	72.5%-74.99%	$225,000
	70.0%-72.49%	$300,000
	67.5%-69.99%	$375,000
	65.0%-57.49%	$450,000
	62.5%-64.99%	$525,000
	below 62.49%	$600,000

Change Management Requirements

PO-16 *Release Notification on Time (Calendar Days)*

For failing to notify competitors of the first announcement on time, Qwest shall pay a payment of $200/per day. For failing to notify competitors of subsequent release dates (i.e., the final requirements and final release notes), Qwest shall pay a payment of $50/day.

GA-7 *Timely Outage Resolution following Software Releases (Percent)*

Failure to resolve software outages within 48 hours shall result in a $100,000 payment by Qwest for each additional 48 hours out of service.

PO-18(MPAP) *Interface Versions Availability (Percent)*

A failure to reinstate a pulled version that had not been available for 6 months within 24 hours shall result in a $50,000 payment, with half of the payment going to the CLEC who brings the complaint and the other half going into the Special Fund.

PO-19 *Stand-Alone Test Environment (SATE) Accuracy*

Failure to meet the 95% standard to accurately provide production-like tests to CLECs for testing both new releases and between releases in the SATE environment shall result in a $50,000 payment by Qwest to the Special Fund.

APPENDIX B

MPAP Performance Indicator Definitions (PIDs)

The definitions and business rules for the sub-measurements or measurements identified in Appendix A of the MPAP are provided in the PIDs included as Exhibit B to Section 20 of the SGAT. This Appendix B provides any modifications to the definitions, formulas, or standards, or other aspects of the business rules set forth in the PIDs in Exhibit B, as well as the definitions and business rules for any measurements, that apply uniquely to the MPAP.

MEASUREMENT	MPAP-unique Dimensions or Modifications to SGAT Exhibit B PIDs ("ROC PIDs")			
	Unit of Measure	**Formula**	**Standard [1]**	**Additional Notes**
GA-7 – Timely Outage Resolution following Software Release	No. of 48-hour increments per formula	Sum of 48-hour increments (not including partial increments) beyond the first 48 hours of each outage covered by this measurement	Zero	(none)
PO-1A – Pre-Order/ Order Response Time, IMA-GUI	Weighted average seconds	Weighted average of results for all transaction types computed per the ROC PID formula, based on the monthly total volumes of each transaction type.	Weighted average of ROC PID benchmarks for all transaction types, based on the same volumes as at left in formula.	In addition to using the unique formula at left for MPAP purposes, results will also be reported separately for each transaction type according to the ROC PID definition.
PO-1B – Pre-Order/ Order Response Time, IMA-EDI	Weighted average seconds	Weighted average of results for all transaction types computed per the ROC PID formula, based on the monthly total volumes of each transaction type.	Weighted average of ROC PID benchmarks for all transaction types, based on the same volumes as at left in formula.	In addition to using the unique formula at left for MPAP purposes, results will also be reported separately for each transaction type according to the ROC PID definition.

MEASUREMENT	MPAP-unique Dimensions or Modifications to SGAT Exhibit B PIDs ("ROC PIDs")				
	Unit of Measure	**Formula**		**Standard [1]**	**Additional Notes**
PO-2 – Electronic Flow-through	(Same as ROC PID)	(Same as ROC PID)	Satisfying either or both of the following: PO-2A: [Note 2] The following percentages minus 10 percent. PO-2B: [Note 2] Resale: Jan '02 80%, Jul '02 90%, Jan '03 95%, Jul '03 & after 95% Unb. Loops: 60%, 70%, 80%, 85% LNP: 80%, 90%, 95%, 95% UNE-P: 60%, 75%, 90%, 95% The above standards apply to an aggregation of PO-2A-1 and PO-2A-2 and to an aggregation of PO-2B-1 and PO-2B-2 (i.e., to two combined results). In addition, PO-2A and PO-2B results will also be reported separately as specified in the ROC PIDs.		
PO-6 – Work Completion Notification Timeliness	(Same as ROC PID)	(Same as in ROC PID)	Less than one hour over the ROC PID benchmark of 6 hours (i.e., 7 hours or less).		The standard at left means that the payment structure set forth in App. A for PO-6 provides a one-hour grace above the ROC PID benchmark. From that point, payments escalate in specified half-hour increments.
PO-10 – LSR Accountability	(Same as ROC PID)	(Same as in ROC PID)		99 percent	(none)
PO-16 – Timely Release Notifications	Calendar Days	PO-16A = Sum of days late recorded for all untimely First Release Notifications covered by this measurement PO-16B = Sum of days late recorded for all untimely Release Notifications, covered by this measurement, which are specified in CICMP as subsequent to the First Release Notifications provided		Zero days late	Payments are defined for PO-16A misses are greater than for PO-16B misses. Note: Release Notifications are considered timely if sent within three business days following 11:59 p.m. on the date conforming with the CMP intervals.
PO-18 – Interface Versions Availability	(This measurement is totally unique to MPAP. The definition and standard for this measurement are provided separately, below.)				
OP-3 – Installation Commitments Met	(Same as ROC PID)	(Same as in ROC PID)	Sub-loop: 90% Loops w/ Cond.: 90% Line Sharing: 90%		Other than for the three products at left, OP-3 is listed in App. A for all products in ROC OP-3 PID, except Dark Fiber and EELs.
OP-4 – Installation Interval	(Same as ROC PID)	(Same as in ROC PID)	Sub-loop: 6 days Loops w/ Cond.: 16.5 days Line Sharing: (same as in		Other than for the three products at left, OP-4 is listed in App. A for all products in ROC OP-4 PID, except Dark Fiber and EELs

MEASUREMENT	MPAP-unique Dimensions or Modifications to SGAT Exhibit B PIDs ("ROC PIDs")			
	Unit of Measure	**Formula**	**Standard [1]**	**Additional Notes**
		ROC PID)		except Dark Fiber and EELs.
OP-5 – New Service Installation Quality	(Same as ROC PID)	(Same as in ROC PID)	(Same as in ROC PID for products listed in MPAP App. A)	App. A lists OP-5 for all products in ROC OP-5 PID, except Sub-loop, Line Sharing, Dark Fiber and EELs.
OP-6 – Delayed Days	(Same as ROC PID)	(Same as in ROC PID)	(Same as in ROC PID for products listed in MPAP App. A; presently diagnostic for Sub-loop and Line Sharing)	App. A lists OP-6 for all products in ROC OP-6 PID, except Dark Fiber and EELs.
OP-7 – Coordinated "Hot Cut" Interval – Unbundled Loop	(Same as ROC PID)	(Same as in ROC PID)	One hour	
MR-3 – Out of Service Cleared ≤ 24 hours	(Same as ROC PID)	(Same as in ROC PID)	Sub-loop: Parity with ISDN-BRI Line Sharing: Parity with Qwest DSL	App. A lists MR-3 for all products in ROC MR-3 PID, except Dark Fiber and EELs.
MR-6 – Mean Time to Restore	(Same as ROC PID)	(Same as in ROC PID)	Sub-loop: Parity with ISDN-BRI Line Sharing: Parity with Qwest DSL	App. A lists MR-6 for all products in ROC MR-6 PID, except Dark Fiber and EELs.
MR-7 – Repair Repeat Report Rate	(Same as ROC PID)	(Same as in ROC PID)	Sub-loop: Parity with ISDN-BRI Line Sharing: Parity with Qwest DSL	App. A lists MR-7 for all products in ROC MR-7 PID, except Dark Fiber and EELs.
MR-8 – Trouble Rate	(Same as ROC PID)	(Same as in ROC PID)	Sub-loop: Parity with ISDN-BRI Line Sharing: Parity with Qwest DSL	App. A lists MR-8 for all products in ROC MR-8 PID, except Dark Fiber and EELs.
CP-1 – Collocation Completion Interval (MPAP – Collocation Installation Days Late)	Calendar Days	(Collocation Completion Date) – (Scheduled RFS Date)	Zero days late	
CP-3	Calendar Days	(Date Feasibility Study provided to CLEC) – (Date Qwest receives CLEC request for Feasibility Study)	Zero days late	

[1] A. Appendix A, Section 4.0, defines the overall application of benchmark and parity standards to measurement results, including a description of statistical methodologies for use with parity standards.
B. For Tier 1A measurements for which the standard is parity, Appendix A, Section 6.0 defines how

the parity standard is determined. The approach contained therein applies six-month averaging to the retail analogue to define the MPAP parity standard for Tier 1A parity measurements. (App. A, para. 6.1)
C. For measurements for which the standard is a benchmark and results involve CLEC volume of 10 or less, "Qwest shall be allowed to miss one occurrence before being subject to any payments for non-conforming performance." (App. A, para. 6.2)
D. For Tier 1B and 1C measurements with parity standards, Appendix A (section 5.0) defines critical Z values that apply for determining parity.

As referenced above, the following MPAP PID is used, in addition to the specified ROC PIDs provided in SGAT Exhibit B:

PO-18 (MPAP) – Interface Versions Availability

Purpose: To evaluate the extent to which Qwest makes available or reinstates the prior version of specified interface releases for six months following implementation of new releases.
Description: • Measures the percentage of qualifying CLEC requests, if any, for reinstatement of applicable prior software releases that Qwest makes available or reinstates within 24 hours of the request. • Includes qualifying CLEC version reinstatement requests submitted in the reporting period to Qwest for prior software releases involving IMA-EDI, subject to exclusions listed below. • An applicable prior software release is one that Qwest has retired sooner than six months following the implementation of the next "dot-zero" release (e.g., version 2.0, 3.0, etc.). • Qualifying CLEC version reinstatement requests are those involving applicable prior software release and are submitted in the reporting period during hours of availability for IMA-EDI as published on website www.qwest.com/wholesale/cmp/ossHours.html.

Reporting Period:	**Unit of Measure:**
One month	Percent

Reporting Comparisons: Individual CLEC results	**Disaggregation Reporting:** Region-wide level.

Formula:

PO-18 = (Count of qualifying CLEC version reinstatement requests received by Qwest within the reporting period that Qwest actually reinstates within 24 hours of the request) / (Count of qualifying CLEC version reinstatement requests received by Qwest within the reporting period) x 100 [NOTE 1]

Exclusions:

- Records that are missing data essential to the calculation of this measurement.

Product Reporting: (Applies only to IMA-EDI version releases)	**Standard:** 100 percent

Availability:

Available

Notes:

1. Where there are no qualifying requests for reinstatement, the result reported shall be 100 percent, recognizing that zero CLEC requests for reinstatement reflects meeting the standard.
2. Notwithstanding the approach involving "reinstatement" requests, Qwest may satisfy the standard via an approach that keeps past versions always active and, thus, not requiring reinstatement, subject to there being no qualifying CLEC requests that indicate this was not achieved.